

Strategic Plan

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Our Vision

Provide outstanding service and care to those we serve and be recognized as a model of efficient and effective government service in California and the nation.

Our Mission

To assure the rights of California victims of crime by providing responsive financial compensation through a stable Restitution Fund and afford those with claims against the State an opportunity to resolve those claims or proceed with other remedies in an efficient and effective manner.

Our Core Values

Dedication

Providing the best service possible to our constituencies and to California.

Teamwork

Promoting a creative work environment that utilizes the strengths of our people.

Collaboration

Building partnerships with our stakeholders and sister government agencies to advance good government practices.

Encouragement

Placing priority on open and respectful communications that enable and empower our people.

Respect

Valuing diversity and opinion as well as the unique talents and abilities of those we serve.

Innovation

Committed to the continuous process of improvement through the use of new technology.

Accountability

Dedicated to finding solutions and overcoming barriers while taking responsibility for our actions

Integrity

We inspire trust and honesty by saying what we mean and matching our behaviors to our words

Goal 1: Ensuring a Victim's Right to Recover from Violent Crime

Objectives:

1. Enhance the quality and efficiency of claims and appeals processing.
2. Strengthen internal and external communications about the CalVCP Program.
3. Respond to trends in crime and related issues that impact CalVCP.
4. Develop and implement systematic outreach programs and partnerships.

Goal 2: Providing a Victim's Right to Restitution

Objectives:

1. Conduct a revenue recovery assessment to determine the efficacy of current collection processes.
2. Partner with key stakeholders to improve the performance of collection programs statewide.
3. Facilitate the implementation of restitution collection best practices throughout California.

Goal 3: To Ensure the Rights of Californians with Claims Against the State to Due Process

Objectives:

1. Enhance communication with outside agencies and claimants.
2. Publish and implement new regulations.

Goal 4: Transform the Way We Work and Serve Californians Through Innovative and Reliable Technology Solutions

Objectives:

1. Develop and implement online and mobile tools to increase awareness of and access to services.
2. Expand and enhance current systems to improve services and create efficiencies.
3. Embrace and implement industry best practices and ensure compliance with applicable mandates.
4. Develop and implement comprehensive procurement and contract management processes and efficiencies.

Goal 5: Maintaining a Positive and Supportive Workplace Environment and Culture

Objectives:

1. Continue to improve leadership and staff development skills.
2. Create an active and cohesive employee outreach effort and camaraderie.
3. Provide employees with the tools that ensure safety in the workplace.
4. Promote staff training and upward mobility to support career development and achieve organizational goals.
5. Continue to acknowledge employee excellence through annual recognition awards.